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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/723,742	11/26/2003	Janaki Kumar	13906-148001 / 2003P00828	9947
32864	7590	05/16/2007	EXAMINER	
FISH & RICHARDSON, P.C. PO BOX 1022 MINNEAPOLIS, MN 55440-1022			VAUGHN, GREGORY J	
		ART UNIT	PAPER NUMBER	
		2178		
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		05/16/2007	PAPER	

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/723,742	KUMAR ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Gregory J. Vaughn	2178	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on 26 April 2007.
- 2a) This action is FINAL.                    2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1,3,4,6-13,15,16,18-25,27,28 and 31-39 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) 25,27,28 and 31-36 is/are allowed.
- 6) Claim(s) 1,3,4,7-13,15,16,19-24 and 37-39 is/are rejected.
- 7) Claim(s) 6 and 18 is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All    b) Some \* c) None of:
  1. Certified copies of the priority documents have been received.
  2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)   | 4) <input type="checkbox"/> Interview Summary (PTO-413)           |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                       | Paper No(s)/Mail Date. _____                                      |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 5) <input type="checkbox"/> Notice of Informal Patent Application |
|  | 6) <input type="checkbox"/> Other: _____                          |

## **DETAILED ACTION**

### ***Action Background***

1. This action is responsive to the interview between applicant and the examiner, conducted on 4/18/2007.
2. Claims 2, 5, 14, 17, 26, 29 and 30 were previously canceled.
3. Claims 1, 3, 4, 6-13, 15, 16, 18-25, 27, 28 and 31-39 are pending in the case, claims 1, 13 and 25 are independent claims.
4. Applicant's request for reconsideration of the finality of the rejection of the last Office action is persuasive and, therefore, the finality of that action is withdrawn.
5. Examiner's rejection of claims 6, 18, 25, 27, 28 and 31-36 made under 35 USC 103(a) in the *Claim Rejections – 35 USC 102* section of the previous office action (dated 12/27/2006) is withdrawn in view of the persuasive comments presented by applicant in the interview conducted on 4/18/2007.

***Claim Rejections - 35 USC § 103***

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

*"(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made."*

7. Claims 1 and 13 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ohnishi, US Patent Publication 2003/0187876, filed 3/19/2003, published 10/2/2003 in view of Zak et al., US patent 5,265,207, filed 4/8/1993, patented 11/23/1993 (hereinafter Zak) and in further view of Bornemisza-Wahr et al, US Patent 6,073,119, filed 12/3/1997, patented 6/6/2000 (hereinafter Wahr).
8. **Regarding independent claim 1,** Ohnishi discloses a customer interaction center system. Ohnishi recites: "*One object of the present invention is to provide a office counter work supporting system that can support an operator in his/her office counter work by properly providing to the operator various information on each customer*" (paragraph 11). Ohnishi discloses presenting a single user interface, which includes a work area with customer information (see Figure 6A), and a message area (see Figure 6C).  
Ohnishi discloses the electronic messages are sent from a supervisor. Ohnishi recites: "*The CI server 33 accommodates a CRM (Customer*

*Relationship Management) application to acquire and use various information stored in the mini MCIF database 32, a sales support application to obtain advice, from a supervisor" (paragraph 62). See also Figure 6C, wherein the message says: "Mind Your Language". Ohnishi fails to disclose the message from the supervisor as a broadcast message. However, broadcasting a message from one user to multiple other users is well known in the art. A broadcast from a supervisor is similarly well known in the art. Zak discloses a broadcast message from a supervisor in lines 43-59 of column 21. Therefore, it would have been obvious, to one of ordinary skill in the art, at the time the invention was made to combine the customer interaction center of Ohnishi with the broadcast message teachings of Zak in order to "facilitate transfer of the message to destination processors" (Zak, abstract).*

Ohnishi fails to disclose the message as an automatically scrolling/moving text. Scrolling/moving text is well known in the art. For instance, consider the moving text of a financial ticker-tape display. Wahr disclose this type of moving text related to an information center in Figure 7 at reference sign 34. Therefore it would have been obvious to one of ordinary skill in the art, at the time the invention was made to combine the customer interaction center with supervisor broadcast capabilities of Ohnishi and Zak with the moving text teachings of Wahr in order to "provide users with video information displays" (Wahr, column 2, lines 18-19).

9. **Regarding claim 13,** the claim is directed toward a system and machine-readable media, respectively, for the method of claim 1, and is rejected using the same rationale.
10. Claims 3, 4, 7-12, 15, 16, 19-24 and 37-39 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ohnishi in view of Zak, in view of Wahr and in view of Corneille et al. US Patent Publication 2005/0075115, filed 10/7/2003, published 4/7/2005 (hereinafter Corneille).
11. **Regarding dependent claims 3 and 4,** Ohnishi discloses a customer system with an interface having a work area and a message area as described above. Ohnishi, Zak and Wahr fail to disclose the message with a priority indicator (claim 3) or displaying the messages according to a priority (claim 4). However Corneille teaches specific message functionality, including priority indicators in customer service systems. Corneille is directed toward providing customer service. Corneille recites: "*allow an end-user to call a customer service center, through which long-term provisioning can be obtained for the mobile device*" (paragraph 8).

Corneille discloses the use of full function messaging systems that include the use of priority indicators. Corneille recites: "*End users may set their preferences for email-driven notifications using a rules engine that may come with the email client on their laptop/desktop computer. One common rules engine may be found in Outlook 2000 and Lotus Notes, both of which allow users to establish a wide variety of rules. Outlook's Rules Wizard allows users*

*to be notified when they receive any message, a message from a specific person or distribution list, a high priority message, a message with specific words in the subject or body, a message sent only to the end user, a message where the user is in the To:, a message where the user is in the CC:, etc. It also allows the end user to specify up to 24 different exceptions (i.e.--don't forward notes with attachments) to further filter message about which they are notified" (paragraph 146).*

Therefore, it would have been obvious, to one of ordinary skill, at the time the invention was made to combine the messaging functionality of Corneille with the customer interface of Ohnishi, Zak and Wahr in order to: 'set up and manage end-users for a specific service" (Corneille, paragraph 14).

12. **Regarding dependent claims 7-12,** Ohnishi discloses a customer system with an interface having a work area and a message area as described above. Ohnishi, Zak and Wahr fail to explicitly describe the message with status control capabilities, wherein if the message has a new status, it is added to the message area (claim 7), if the message has a read status, it is removed from the message area (claim 8), if the message has an expired status, it is removed from the message area (claim 9), being able to manually control message status information (claim 10), using the mouse to control message status information (claim 11), and the ability to sort messages based on the status information (clam 12). However these message controls are well known in the art. As Corneille states above, Outlook 2000 and Lotus notes disclose the claimed message functionality.

Therefore, it would have been obvious, to one of ordinary skill, at the time the invention was made to combine the messaging functionality of Corneille with the customer interface of Ohnishi, Zak and Wahr in order to: '*set up and manage end-users for a specific service*' (Corneille, paragraph 14).

13. **Regarding claims 15, 16, and 19-24,** the claims are directed toward a system and machine-readable media, respectively, for the method of claims 3, 4 and 6-12, respectively, and are rejected using the same rationale.
14. **Regarding claims 37-39,** Ohnishi discloses a work area and message area that are simultaneously viewable in Figures 6A and 6C.

#### ***Allowable Subject Matter***

15. Claims 6 and 18 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.
16. Claims 25, 27, 28 and 31-36 are allowed.

#### ***Response to Arguments***

17. Applicant's arguments, see the interview summary filed 4/26/2007, with respect to claims 6, 18 and 25 have been fully considered and are persuasive. The rejection of claims 6, 18 and 25 has been withdrawn.

***Conclusion***

18. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Gregory J. Vaughn whose telephone number is (571) 272-4131. The examiner can normally be reached Monday to Friday from 8:00 am to 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Stephen S. Hong can be reached at (571) 272-4124. The fax phone number for the organization where this application or proceeding is assigned is (571) 272-2100.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



Gregory J. Vaughn  
Patent Examiner  
May 10, 2007